

# **CITY OF TUALATIN**

## **Classification Description**

**Job Title:** Police Services Technician  
**Department:** Police  
**Reports To:** Police Services Supervisor  
**FLSA Status:** Non Exempt

**SUMMARY:** Performs a variety of clerical, data entry and administrative tasks in support of department functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

Enters, clears and verifies a variety of data including information regarding stolen, repossessed or towed property, missing persons and warrants into the appropriate computer system.

Copies, processes and files a wide variety of police records and reports. Generates and distributes reports as requested.

Receives, screens and routes visitors and incoming telephone calls to appropriate party.

Responds to requests for information. Receives complaints from the public, resolves issues as appropriate and/or refers to others. Records a variety of routine information from visitors or callers including activities of suspicious persons and vehicles, traffic problems, impounded vehicles and found property.

Responds to officer and other staff member assistance requests; provides a variety of information such as addresses, case details, warrants, license plate registration, stolen property, case number assignment, and driving records.

Maintains the department's case files, citations, training records, bicycle registration and court appearance tracking data.

Works with courts to coordinate court appearances for officers. Maintains calendar and officer files for court appearances. Advises officers of all court appearances and cancellations in a manner that provides as much advance notice as possible. Forward copies of written reports and citations to officers prior to court appearance.

Operates various office equipment such as personal computer, two-way radio, multi-line phone system, calculator, copy machine, fax machine, printer, and electronic security system.

Collects fees for alarms, towed vehicles and reproduction of police reports. Assists public with accident reports.

Provides vehicle releases to the public, which includes verifying vehicle insurance information, driving status, vehicle ownership and the collection of fees.

Prepares and updates statistical report for new media regarding weekly law enforcement activities. Prepare, print and distribute local media report.

Provides assistance to department staff, various agencies and the public with subpoenas, mail processing, reports, statistics and the relay of information.

Drives to job sites, city facilities, vendors, training programs, and meetings as necessary.

**SUPERVISORY RESPONSIBILITIES:** Supervision of other employees is not a normal responsibility of this position. May act as a coordinator for various volunteer and temporary personnel.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources.

**Crisis Management** – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Database software and Word Processing software.

**Certificates. Licenses. Registrations:** Ability to obtain LEDS Certification within a time period as established by the supervisor. Possession of a valid Oregon driver's license.

**Other Skills and Abilities:** Working knowledge of: law enforcement rules, regulations and procedures which would ensure the ability to react to a wide variety of situations in conformance with prescribed standards; standard office procedures, business English, spelling, composition and punctuation.

Skill in: organizing, filing and maintaining accurate records, typing accurately, performing general arithmetic computation accurately; and the operation of various modern office equipment, including a two-way radio, multi-line telephone, calculator, copy machine, fax machine.

**EDUCATION AND/OR EXPERIENCE:** Minimum of two years clerical/administrative experience in the law enforcement field. Graduation from high school or the equivalent general education degree (GED); or equivalent combination of education and experience.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee may occasionally have to lift and/or move up to 25 pounds. The noise level in the work environment is usually moderate. Employee will frequently be subject to emotional and/or upset individuals.

Ability to work different shifts, which may include evenings, weekends and holidays; if required.

Employees in this classification are required to wear uniforms.